

PATENT APPLICATION
Docket No. 2705-710

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Mark Buonanno et al. Confirmation No.: 9529
Serial No.: 09/766,175 Group Art Unit: 3628
Filed: January 18, 2001 Examiner: Igor N. BORISSOV
For: PROACTIVE CALL AND CONTACT CENTER SYSTEM

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

POWER OF ATTORNEY AND REVOCATION OF PRIOR POWERS

I hereby revoke all powers of attorney previously given and the attorneys or agents associated with **Customer No. 20575** are hereby appointed to represent the undersigned before the United States Patent and Trademark Office (USPTO) in connection with the above application.

Direct all telephone calls to Michael A. Cofield at (503) 222-3613 and send all correspondence to the following address associated with **Customer No. 20575**.

MARGER JOHNSON & McCOLLOM, P.C.
210 S.W. Morrison Street, Suite 400
Portland, Oregon 97204

Phone: (503) 222-3613
Fax: (503) 274-4622

CISCO TECHNOLOGY, INC.

Date: February 7, 2007


Evan Barry Sloves
Assistant Secretary